



A LONG-TERM AFFORDABLE HOUSING AND HOMELESSNESS PLAN FOR THE COUNTY OF HURON | 2014-2024

5 Year Review
2014-2019

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Message from the Chief Administrative Officer

The County of Huron continues to work diligently to address the challenges associated with homelessness, poverty and housing instability in Huron County. Our new 5 Year Review of the 10 Year Housing and Homelessness Plan will highlight the work that has been accomplished and help us identify shifts that need to be made in how we support our most vulnerable populations.

Accomplishments since 2014 include:

- The creation of a Housing and Homelessness Steering Committee;
- New transitional housing program for men;
- Upstream prevention initiatives for youth;
- A modest emergency shelter for the winter months achieved through collaboration with community partners;
- Prevention programs for at risk households;
- Addiction supportive housing program;
- Preservation and improvements of existing housing stock.

We have started some important conversations within our communities to help us to pull together collectively to address our challenges together.

The 2018-2022 Huron County Council has identified the principles of “Engaging Community” and “Community-Centred” services, as priorities for this Council. The work that has been undertaken to date and moving forward will continue to adhere to these principles. Thank you to our community partners for their work alongside us in this journey to make our communities the best they can be.

Meighan Wark
CAO
County of Huron

Introduction & Vision

It is our pleasure to bring forward the Five Year Review of the Long-Term Affordable Housing and Homelessness Plan, 2014-2024. While much work is left to be done, we remain as committed to improving the housing situation for the people of Huron as we did the day we started out. This review will highlight where we are on our way to making strides, where our learnings have guided us and where we must pull together as a community to ensure better outcomes for everyone. We must continue our work towards a housing and homelessness service system that offers coordinated access to all by a group of committed partners working in collaboration for a system of care. While Provincial and Federal funding partners provide annual allocations, locally we must make commitments to reducing the level of poverty in Huron, to encourage safe and affordable housing opportunities and to provide supports to those living with mental health issues so they may live independently.

Homelessness, poverty and housing instability are complex and dynamic challenges. Rarely can any of these can be connected to one fixed incident. Those marginalized by these complexities are especially vulnerable to the larger societal conditions, such as the economic situation or the housing market.

It is time for our community to look at our collective assets and work towards a shift in how we support our most vulnerable. We can choose to manage these issues or we can choose to eliminate them. This frame work is set to guide the objectives of the Plan and are to be included in the Five Year Review due to the Ministry in December, 2019.

Provincial Framework & Background

The County of Huron is the Consolidated Municipal Service Area Manager (CMSM) for the County and is responsible to support a comprehensive system of housing services across the County. Included in this system are initiatives to prevent and address homelessness while adhering with the 2011 guidelines in the Ontario Policy Statement. In 2014, all CMSMs were required, under the Province of Ontario's Long-Term Affordable Housing Strategy, to draft local long-term Plans to align with Provincial priorities and ensure they are consistent with a housing first approach. It was stipulated that the plans be people-centred, partnership based, locally driven, inclusive and focused on outcomes. In 2016, the Ministry of Municipal Affairs and Housing updated its policy statement to align with the LTAHS.

There are eight focus areas in the new Provincial Policy Statement:

1. Accountability and Outcomes

Demonstrate a system of coordinated housing and homelessness services that assist households to improve their housing and stability and prevent homelessness.

Include strategies to promote client-centred, coordinated access to housing and homelessness prevention services.

Be developed with public consultation and engagement with diverse local communities, including those with lived experience of homelessness.

Be coordinated and integrated with all municipalities in the services area.

Include local housing policies and short and long-term housing targets.

Include strategies to measure and report publicly on progress under the Plan.

2. Goal of Ending Homelessness

Be informed by the results of local homelessness enumeration

Include a strategy to prevent and reduce homelessness, incorporating innovative approaches and a housing first philosophy.

Include strategies to reduce and prevent the number of people experiencing chronic homelessness among youth and Indigenous peoples, as appropriate to the local context.

Address collaboration with local community partners and Provincial Ministries to reduce and prevent homelessness amongst those transitioning from provincially-funded institutions and service systems, as appropriate to the local context.

3. Coordination with Other Community Services

Demonstrate a commitment to working with partners across service systems to improve coordination and client access to housing, homelessness prevention services and other human services.

Demonstrate progress in moving toward integrated human services planning and delivery.

Address collaboration where possible with Local Health Integration Networks (LHIN) to coordinate CMSMs community housing and homelessness services with LHIN funded services.

* Ontario Health, Ontario Health Teams, Integrated Care Delivery Systems

4. Indigenous Peoples Engagement

Include a strategy for engagement with Indigenous organizations and communities – including First Nation, Metis, Inuit organizations and communities, where present in the service area.

Demonstrate a commitment to coordination and collaboration with Indigenous housing providers and service providers to support access to culturally appropriate housing and homelessness services for Indigenous peoples.

5. A broad Range of Community Needs

Include a strategy to address accessible housing and homelessness services for people with disabilities, as well as those who have mental health needs and/or addictions.

Include a strategy to address the housing need for survivors of domestic violence, in coordination with other community-based services and supports.

Address the needs of different demographic groups within their community. This could include: seniors, Indigenous peoples, people with developmental disabilities, children and youth, LGBTQ youth, women and immigrants and refugees, persons released from custody or under community supervision, youth transitioning from the child welfare system and Franco-Ontarians.

Demonstrate a commitment to services delivery that is based on inclusive and culturally appropriate responses to the broad range of community needs.

6. Non-profit Housing Corporations and Non-Profit Cooperatives

Include strategies to engage non-profit housing corporations and co-operatives in current and future planning.

Include strategies to support non-profit housing corporations and co-operatives in the delivery of affordable housing.

Include strategies to support capacity building and sustainability in the non-profit housing sector.

7. The Private Housing Market

Identify an active role for the private sector in providing a mix and range of housing, including affordable rental and ownership housing, to meet local needs.

Identify and encourage actions for municipalities and planning boards, where applicable, to support the role of the private sector, including the use of available land use planning and financial tools.

Reflect a coordinated approach within Ontario's land use planning framework, including the Provincial Policy Statement.

Align with housing strategies required by the Growth Plan for the Greater Golden Horseshoe, where applicable.

8. Climate Change and Environmental Sustainability

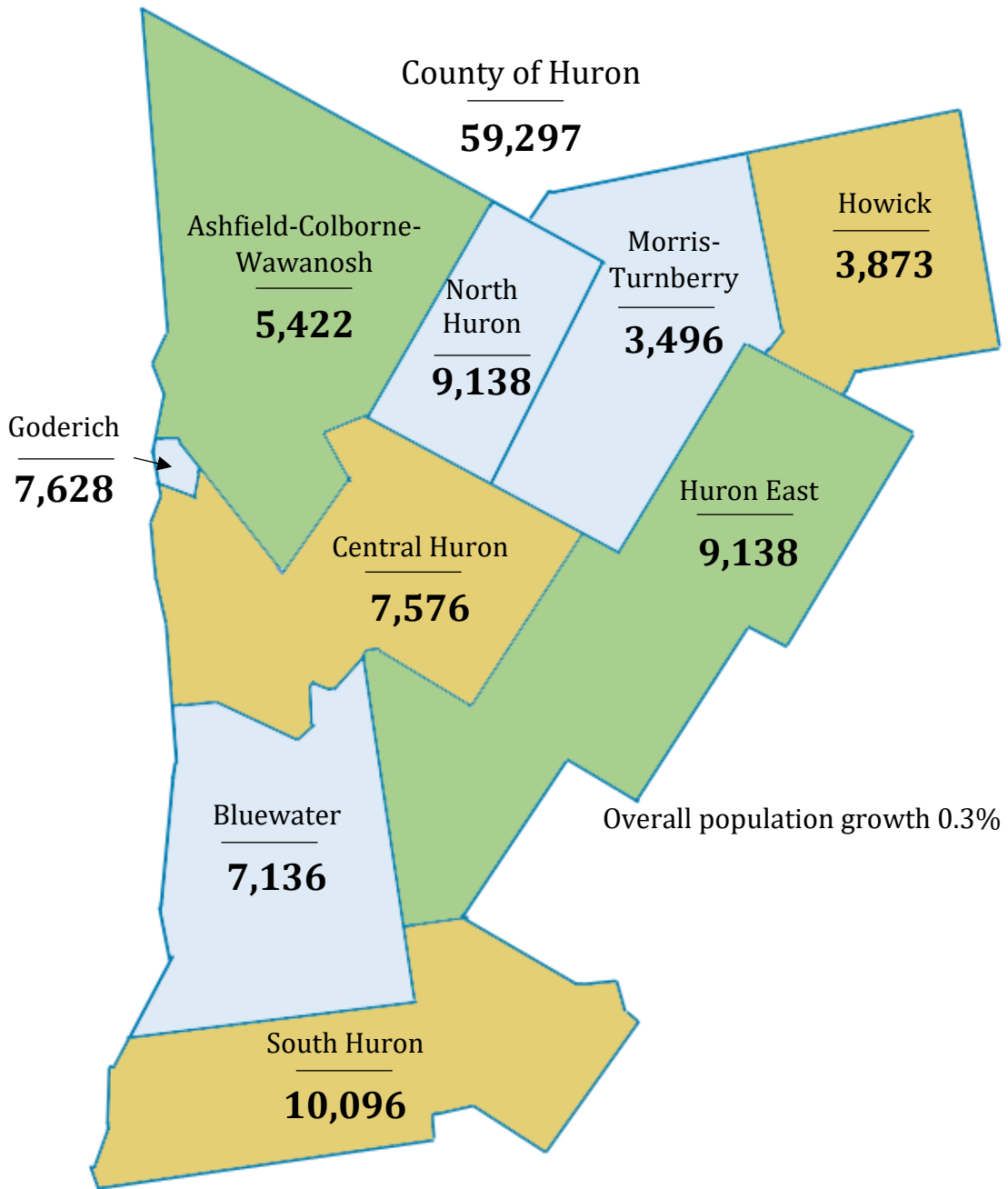
Demonstrate a commitment to improve the energy and efficiency of community housing stock. This can include support for energy conservation and energy efficiency, tenant engagement, and locating affordable housing near transportation. It can also include innovative investment decisions such as the installation of renewable energy and low carbon technologies.

Huron in Context

The County of Huron is an upper tier municipality located along the picturesque shores of Lake Huron, in Southwestern Ontario. This vibrant rural community is the most agriculturally productive county in Ontario. It is spread across 3,399.27 km² of land with a population base of 59,297 people. The County encompasses nine lower tier municipalities. The upper-tier is responsible for services that includes social services as per the Municipal Act.

It is noteworthy to highlight that transportation challenges are of significant issue due to the geography of the County. Many people are forced to settle in communities that allow amenities to be reached by foot or by lower cab fares in order to reduce the impact on the cost of daily living. This reality places greater pressure on the housing market in the larger communities.

Population by Huron County Municipality



Household Composition





**Average Monthly
Rent & Utilities**

Ontario	Huron
\$1109	\$815



Average Income

Ontario	Huron
\$53 691	\$45 082

Rentalhousingindex.ca

Household and Dwelling Characteristics

Total – Occupied private dwellings by structural type of dwelling- 100% data	24,195
Single – detached house	19,780
Apartment in a building that has five or more storeys	5
Other attached dwelling	3,875
Semi-detached house	620
Row house	775
Apartment or flat in a duplex	190
Apartment in a building that has few than five storeys	2,200
Other single-attached house	80
Movable Dwelling	535

Community Engagement

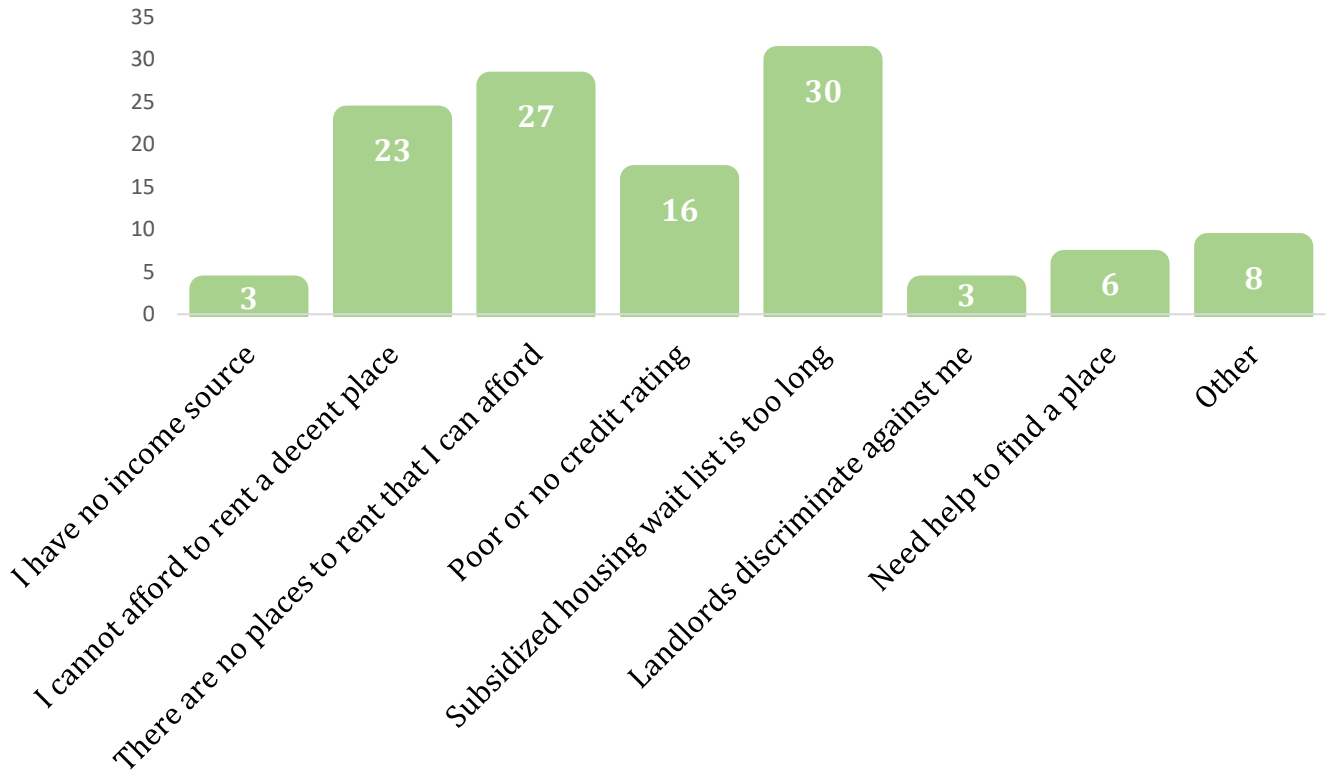
In 2013, when the initial Long-Term Affordable Housing and Homelessness plan was created, the County undertook an extensive community engagement process. By way of key informant interviews, conducted with stakeholder groups which included local social service providers, individuals with lived experience, housing providers and health care agencies, Housing Services were able to examine issues in the community and use that information to shape the priorities set out in the Plan. The Five Year Review also created an opportunity to reach out once more in order to listen to those willing to share their stories and experiences with housing instability or homelessness in Huron County.

Information collected from the engagement tools, in addition to the 2018 homelessness enumeration results, have been utilized to inform the next steps as Housing Services moves into the final five years of the Plan and set goals we would like to achieve in our community.

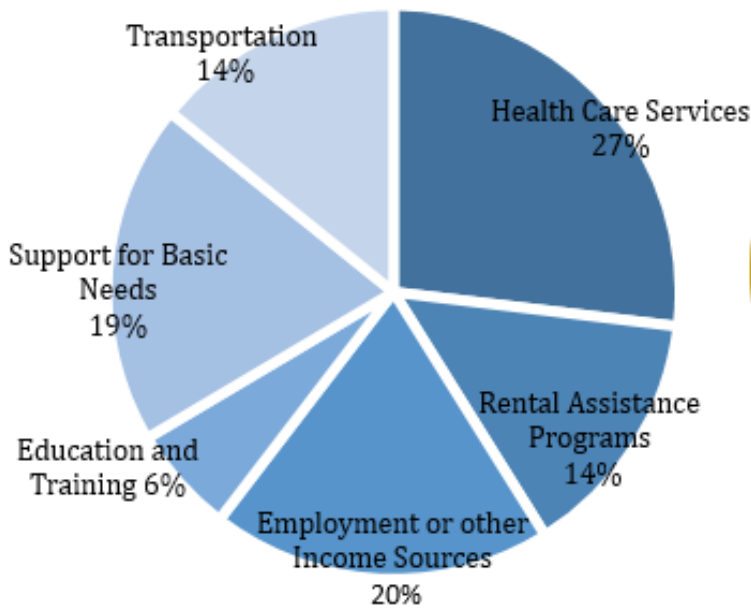
While we have not rewritten our Plan it is understood that we still have much work to do in addition to what has been achieved. Homelessness is not solved in Huron and people continue to feel the constraints of poverty and the insecurity associated with the lack of affordable housing.

Community Consultation Results

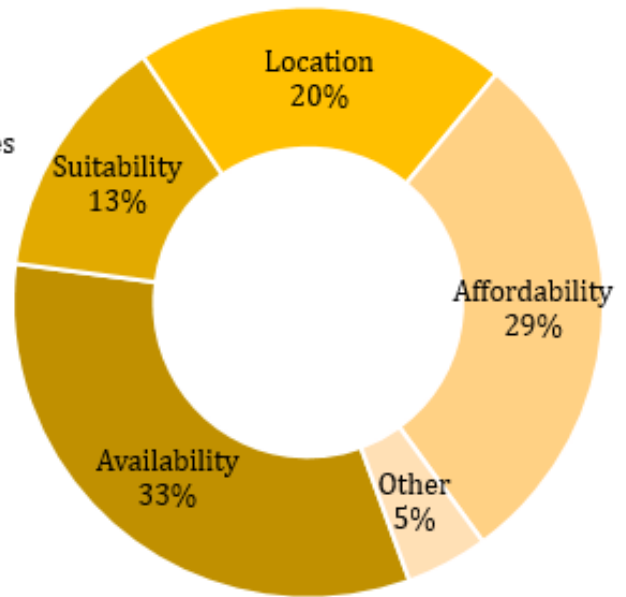
Challenges in Finding a Place to Live



Services Currently Accessed



Challenges in Finding Affordable Housing



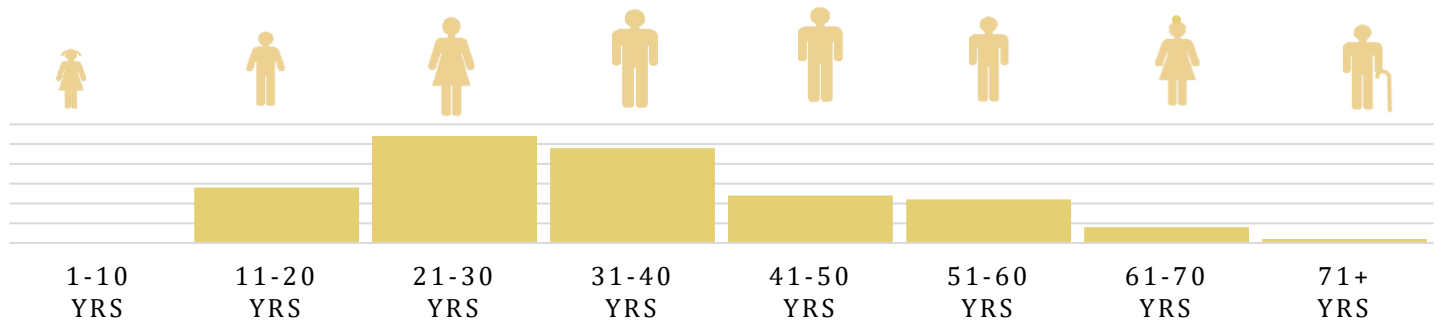
Do your Current Living Arrangements Meet your Needs?



Enumeration Results

In March 2018 the County of Huron conducted its first ever homeless enumeration to better understand the scope of homelessness within the County. This was aligned with the Provincial goal to end chronic homelessness by 2025. In order to achieve this goal a better understanding of homelessness and its root causes is essential and thus enumeration enabled those conversations. During the week of Huron’s count, 100 individuals were identified as experiencing homelessness. It must be expressed that while this is an important snapshot of the community it is very likely only a representation of the minimum number as homelessness in rural communities is often hidden for a variety of reasons.

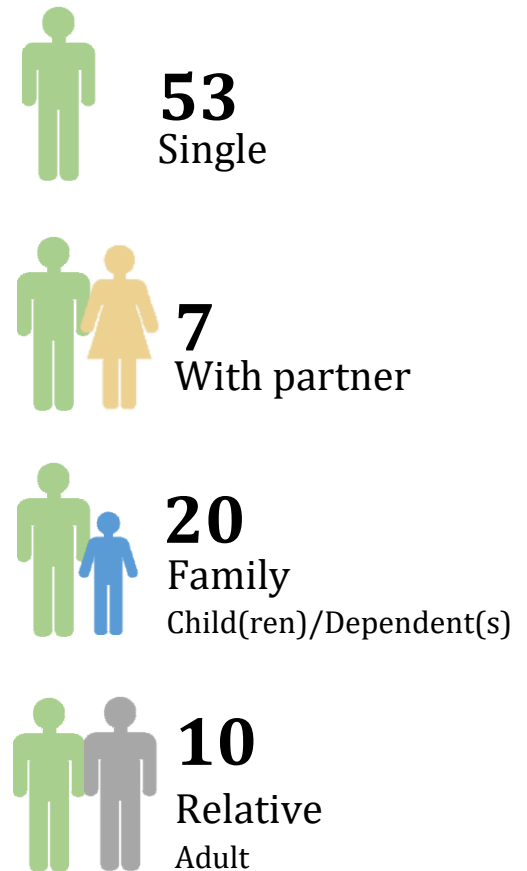
Age Of Respondents



Reason for Homelessness



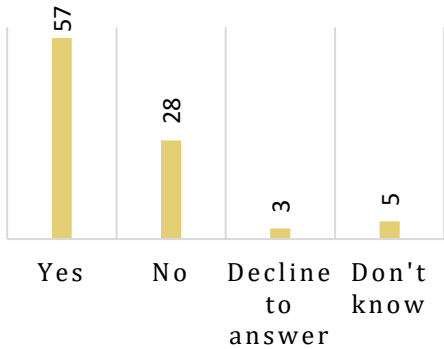
Family Homelessness



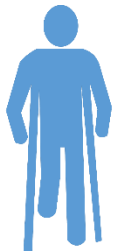
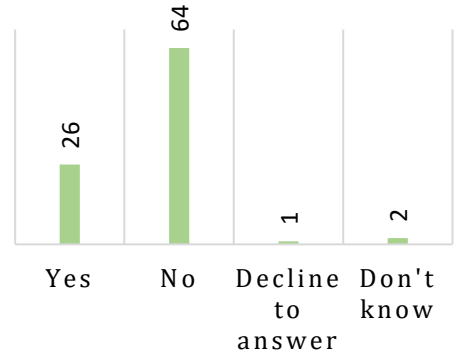
Health



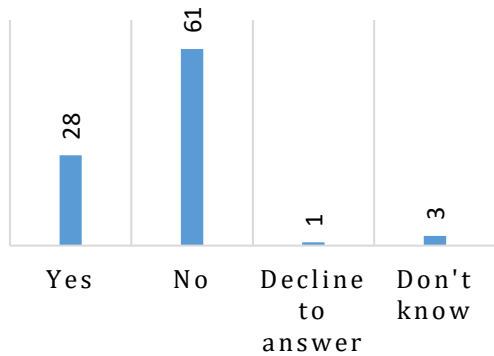
MENTAL HEALTH



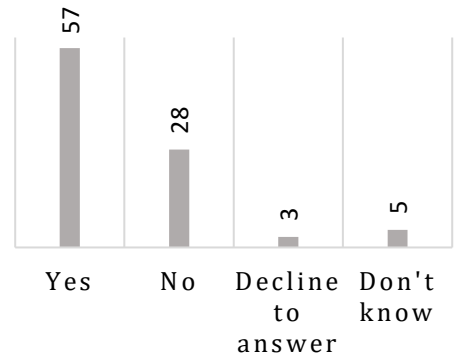
ADDICTION



PHYSICAL



CHRONIC/ACUTE



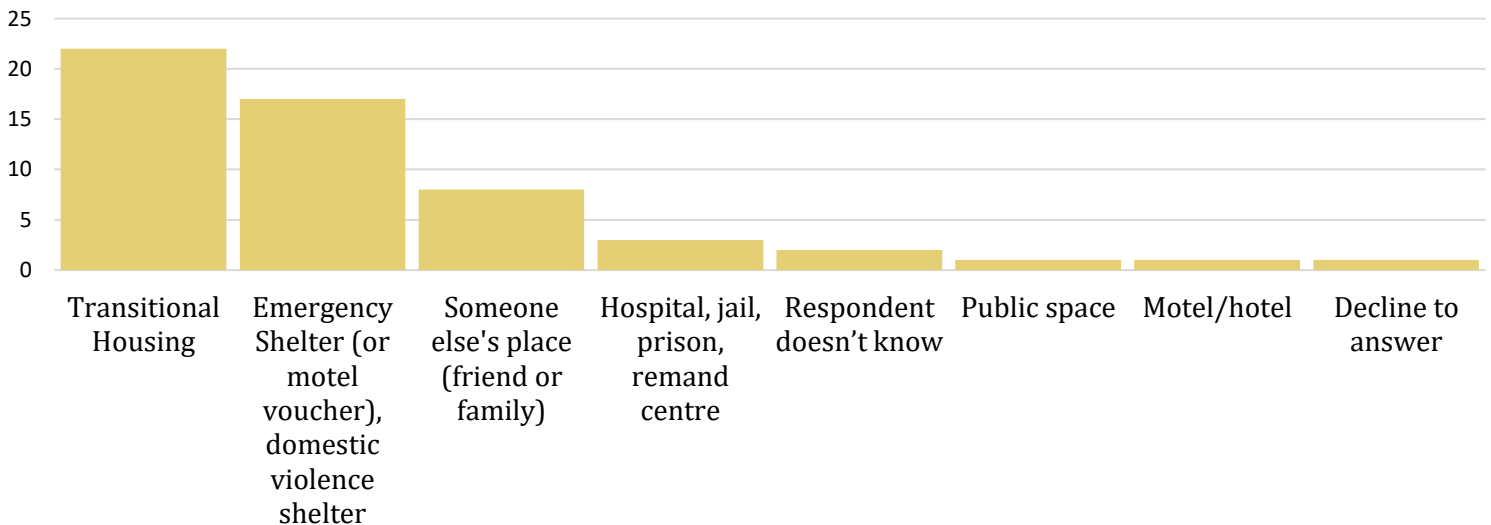
14%

Hidden Homelessness

Indicated they were couch surfing.

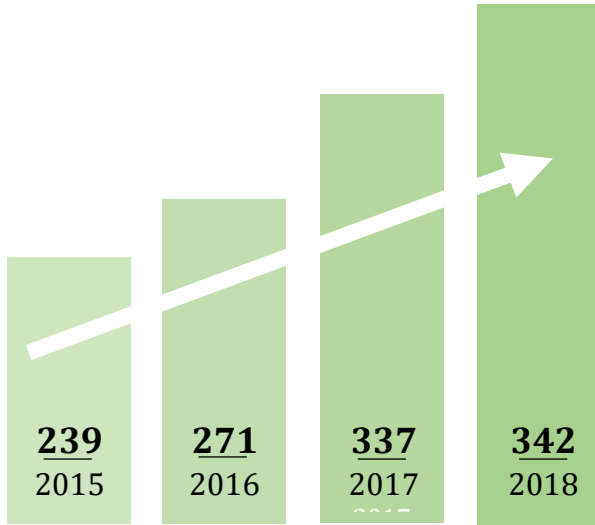
This number is the most elusive as there is a high probability that those who are staying with friends or family temporarily, moving from one friend's couch to another, may not see themselves as homeless believing that homelessness is a term that belongs only to those sleeping outdoors. It is believed that nearly 80% of homelessness is hidden with only 20% visible in shelters on the street representing the tip of the iceberg. *(The Canadian Alliance to End Homelessness)*

Type of Current Housing/Lodging



Current Community Housing Portfolio

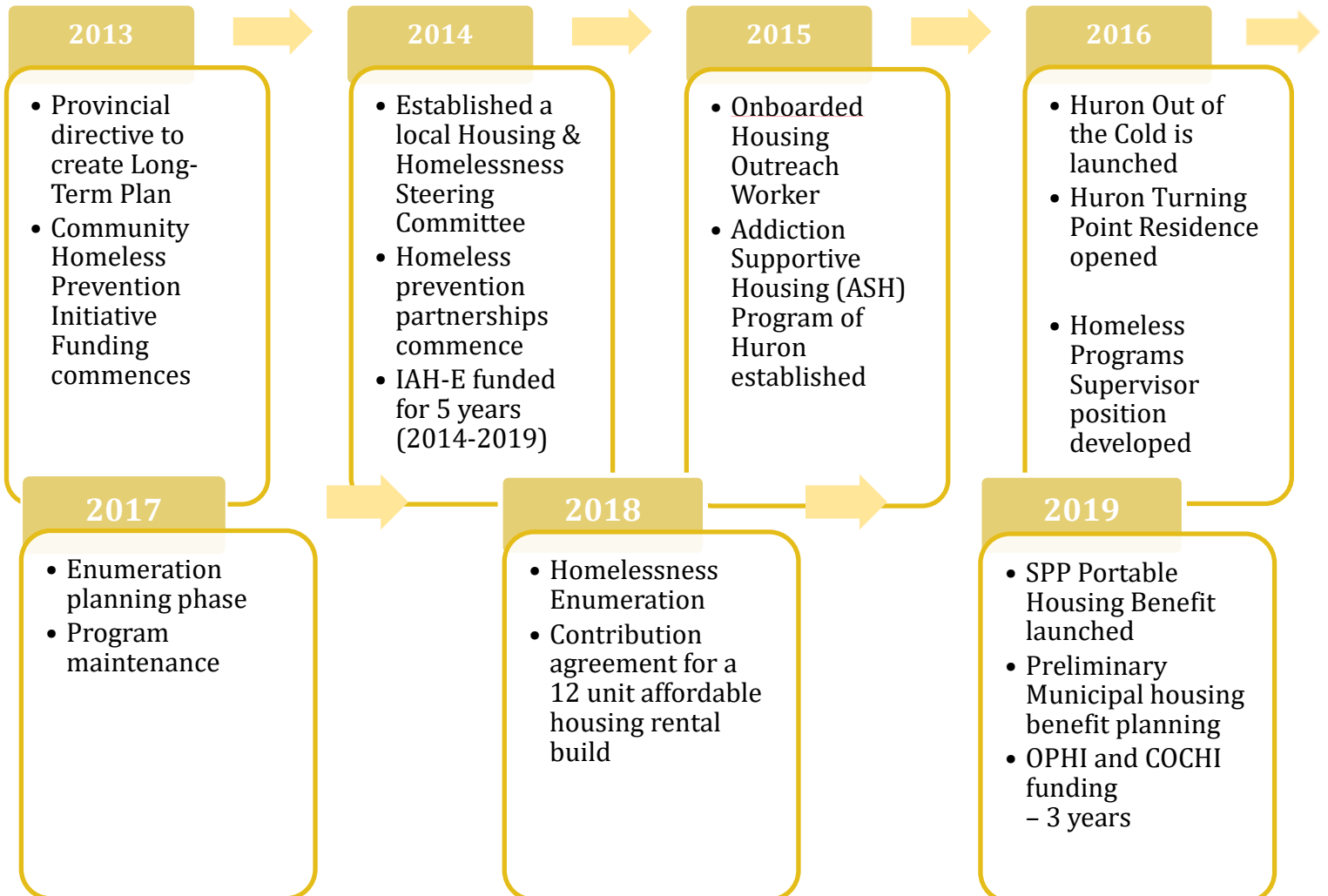
Huron County Housing Waitlist



Huron Waitlist Times by Region

	1-2 Years	2-3 Years	4-5 Years
Single Adult &	Bayfield Blyth Brussels	Seaforth Wingham Zurich	Clinton Exeter
Families	1-2 Years	3-5 Years	
	Clinton	Goderich	
Seniors	1.5-2.5 Years		
	Clinton Wingham		

Timeline



Tracking Our Progress

Achievements and Next Steps

1. Establish a Framework to Provide Leadership, Governance and Advocacy

In 2014 a group of core community agencies responding to housing and homelessness issues came together to become the inaugural Housing and Homelessness Steering Committee. They created a clearly defined mandate that included advocacy for housing initiatives, and broader awareness of programs designed to support individuals in their pursuit and stability of appropriate housing. That group still remains committed to the work of the Plan but has expanded to include additional partners, all working to create a community in which everyone has a home.

Next Steps

- Provide education and advocacy for housing and homelessness issues at both the local level and at provincial planning and policy tables
- Adopt a local definition of homelessness; champion a housing first philosophy
- Create momentum for a paradigm shift that works towards ending homelessness rather than managing it by breaking down inter-agency silos, working in an integrated fashion grounded in collaboration and coordination of services

2. Expand Access to Affordable Housing, Including Housing with Supports

Eviction can have a significant impact on the health and well-being of an individual or family. Assisting households retain their housing is a critical component of the Housing and Homelessness Plan and diverting households from accessing emergency shelters. Housing with supports was a priority area identified in the Plan, as such, the County allocated Community Homelessness Prevention Initiative (CHPI) funding to facilitate the following programs;

- A Housing Outreach Worker was hired to work closely with community housing tenants, transitional housing participants and those experiencing homelessness to provide case management and connect those in need with the appropriate support agencies in the community.
- A partnership was formed with a local addictions agency to create a local Addiction Supportive Housing (ASH) program for Huron that offers housing and intensive case management supports under a harm reduction model.
- A transitional housing program for men was created to offer a stable place from which to secure supports and take next steps towards permanent and stable housing.
- Two years of Investment in Affordable Housing was rolled together to enable a partnership with a local developer that will bring 12 additional affordable units to the community.
- Over the past five years the County has worked to assist low-income households close the gap between housing costs and income. Along with support, housing retention and homeless prevention initiatives have been achieved by working in partnership with landlords to provide rental supplements to tenants, offering housing allowances to households to assist with monthly expenses, and several community agencies that provide supportive housing receive rent supplements, from the County IAH-E funding, for their clients.

Next Steps

- Increase affordable housing by working in partnership with municipalities, developers and collaborating with all stakeholders
- Increase housing support staff to include housing stability and liaison workers.

3. Improve Data Collection and Reporting

For its inaugural homelessness enumeration the County used the 15 provincial indicators to provide a preliminary understanding of the scope of homelessness and to gain insight into the experience of homelessness in our community. The results of this initial enumeration, coupled with annual reporting from frontline staff at core service agencies, has further enabled a more complete picture of both housing needs and the state of homelessness. Annually the team has compiled this information to create annual reports to help maintain a high level of awareness regarding the housing and homelessness needs in the community. Results of these reports have contributed to local public awareness and conversations about core housing issues that have historically had less audience.

Next Steps

- Continue participation in Provincial enumeration, as directed
- Continue commitment to better understand homelessness, poverty and associated complexities as to inform program decisions to reflect prevailing need
- Better understand impact and outcomes for service users after accessing services

4. Develop an Emergency Service System Oriented Towards Ending Homelessness

We recognize that episodic homelessness may always have a need for shelter services but we join our provincial and federal counter parts in efforts to minimize shelter use and work toward eliminating chronic homelessness in our community.

The emergency cold-weather shelter has brought with it an opportunity to connect to individuals whose homelessness was hidden as a requirement to survive. As our office works towards an integrated model we have dedicated staff from various departments connect with those who are accessing the shelter.

Huron Out of the Cold saw 28 unique individuals in the 2018/19 season. An unfortunate reality in our local shelter operation is the number of nights of service required by guests does not suggest a short term usage of the service. In a best case scenario a shelter should act as a short term option of a couple of days until a more stable and permanent solution is put into place. That is not the reality on the ground. With very little housing available in the County many guests came to Out of the Cold in December and used the shelter on and off steadily straight through until the end of the season.

The presence of the shelter has opened a long overdue conversation in the community. We continue to better understand communication gaps and those who were searching for a way to contribute now have a clearer understanding of how they can be a part of the solution. The conversation does not end here but it has certainly come further in enabling the community to understand its complexities.

The greatest opportunity lies in early detection and intervention. The most effective way to end homelessness is to stop it before it begins. The way out of homelessness is extremely challenging and no single journey into or out of homelessness looks the same. Emergency shelters contribute to managing homelessness, not the elimination of it.

Next Steps

- Commit to diversion from shelter as a best practice whenever possible to do so
- Develop a rapid re-housing program for those experiencing episodic homelessness
- Adopt and educate a housing first philosophy and incorporate the principals of housing first in appropriate aspects of the Social and Property Services department client services
- Shift service delivery to a Coordinated Access System and the creation of a by-name list that enables municipal partners to keep track of who is homeless, their depth of need and begin to match them to appropriate housing and supports

5. Increased Targeted Efforts to Prevent Homelessness

Currently, the bulk of the funding received by the County is allocated to homeless prevention initiatives. These range from supporting households with rental or utility arrears, to assisting households make connections to community agencies to support health needs, income or employment supports. For some, connections are rapid, for others demand translates into lengthy wait times for access to services.

Where possible, the County accesses local motels to provide overnight accommodations for those in crisis outside the shelter season, however these options are limited. Programs like Pathways to Self-sufficiency and The Salvation Army locations in Goderich, Clinton and Wingham offer formal prevention supports. Further to this, it cannot go without noting the number of anecdotal stories available that draw attention to informal services that are engaged, such as local churches who are called upon for their generous charitable support to those in need. As a community we need to look to ways to formalize and coordinate all of these well-intended but patch-work solutions in order to offer a more effective and lasting solution.

Further investigation into understanding precariously positioned households would be beneficial. It is understood that nearly half the population of Huron is making less than a living wage. Conversations are underway with local business bureaus and economic development to help employers understand the needs of the employees. Partners like the Social Research and Planning Council, Poverty to Prosperity and the Huron County Health Unit all contribute to a better understanding of poverty in the larger community profile and they advocate for necessary change.

Next Steps

- Create a formalized homelessness diversion strategy to be incorporated in an integrated Social Services delivery model
- Develop a comprehensive and holistic eviction prevention strategy
- Prioritize homeless prevention initiatives including support to reduce the burden of housing and household expenses for low-income households

6. Improve Service Coordination

Housing Services has worked to enhance partnerships with community agencies across the County. Since 2014, team members now participate in the Mental Health and Addictions Network, the OPP Situation Table, the Domestic Assault Review Team and Poverty to Prosperity.

All of these have created opportunity to strengthen relationships and better understand the barriers each agency needs to help their clients overcome. By working in an integrated manner, a clients' needs may be addressed in a holistic way rather than receiving disjointed and siloed services.

The next five years requires all partners and communities to look at housing intervention and service differently. As the Steering Committee undertakes coordinated access protocols frontline staff will need to be trained on a common assessment tool. When communities will come together differently they are better able to adopt a housing first approach that historically has not been understood as a leading practice. This integrated approach is not solely limited to social service agencies but requires a creative vision to bring all stakeholders into a collective conversation that can offer a coordinated response.

Next Steps

- Implement and provide community training for a common assessment tool;
- Engage with all community partners and stakeholders to collaboratively commit to eliminating chronic homelessness

7. Use Municipal Planning Tools to Facilitate Affordable Housing Development

The County of Huron, as well as all local municipalities, have implemented a target through their Official Plans that 30% of total residential development in the County will be affordable for low and moderate incomes. The Plans also support an increase in density of development in the primary serviced settlement areas of the County, and direct that 30% of residential development in these primary settlement areas will be medium and high density, and that 20% of development in these areas will be accomplished through intensification. Primary settlement areas are identified as the preferred location for affordable housing due to the presence of services, employment opportunities, and recognized community need.

Through policies in the County and Local Official Plans, the County has identified a need for the private sector to play an active role in providing a range and mix of housing, including affordable rental and ownership housing, as directed in 7.1 (p.18) of the Long-Term Affordable Housing and Homelessness Plan for the County of Huron.

Through local municipal Official Plans and through local affordable housing policies, municipalities in Huron County have adopted policies to support private development of affordable housing through land use planning and financial tools; these policies have included refunding application fees and development charges, considering alternative development standards on a case-by-case basis.

The lower-tier municipalities should be encouraged to amend their Official Plans to include a phrase such as:

“Council will work with the County of Huron, other levels of government, non-profit organizations, and the private sector to address the need for affordable housing through measures such as the waiving of application or permit fees, development charges, other levies, density and parking requirements, or any other incentives as deemed appropriate.”

The Housing and Homelessness Plan reflects a coordinated approach with Ontario’s land use planning framework, particularly through the provisions of Section 7 which integrate housing policy and direction into the County and local Official Plan policies and other planning tools such as Community Improvement Plans.

Next Steps

- Improve coordination, communication and integration with all municipalities in the Huron County services area

8. Preserve and Improve the Existing Community Housing

2015

Attic Improvements:

Improved air flow and increased insulation

- 45 Alfred St
- 34 John St
- 134 Sanders St
- 359 Edward St

Corridor Improvements:

Replaced flooring, new motion sensor LED lights, paint and patched walls and ceiling

- 34 John St
- 50 Market St
- 134 King St
- 135 James St

Balcony Repair:

- 45 Alfred St

Main Security Door Replacement:

- 14 of 16 apartment buildings

Exterior Light Replacement:

Exterior lighting replaced with LED lights

- All apartment buildings

Boiler Replacement:

Replaced boiler for tenant heating system

- 50 Alfred St

2016

Corridor Improvements:

- 134 Sanders St

Bedroom Window Replacement:

- 400 Alexander St

2017

Parking Improvements:

Added 10 new parking spaces

- 45 Alfred St

Electrical Upgrades:

Replaced aging electrical distribution

- 135 James St

Furnace Replacement:

- All Bristol Terrace family units

Roof Upgrade:

Replaced shingled roof

- 45 Alfred St

Front Step Upgrades:

Replaced Aging front steps

- All John Street family units

Corridor Improvements:

- 400 Alexander St
- 31 Main St
- 299 Queen St

Standby Generator Installation:

- 50 Market St
- 135 James St

Attic Improvements:

- 250 Picton St

Elevator Refurbishment:

- 85 West St

Roof Replacement:

- 31 Main St
- 299 Queen St

Accessibility:

Converted a ground floor apartment into a fully accessible unit

- 134 Sanders St

Furnace Replacement:

- 21 family units in Goderich

Security:

Installation of security cameras

- 400 Alexander St

2018

Standby Generator Installation:

- 34 John St
- 134 King St

Furnace Replacement:

- 25 family units in Goderich

Attic Improvements:

- 9 Jane Street

Corridor Improvements:

- 45 Alfred Street

Plumbing:

Replaced common area plumbing infrastructure

- 50 Alfred Street

Security:

Installation of security cameras

- 50 Market Street
- 135 James Street

Electric:

Replace main hydro pole and main electrical disconnect

- 9 Jane Street

Balcony Repair

- 400 Alexander Street

Next Steps

- Support the sustainability of the social housing stock

9. Establish a People-Centred System of Housing and Homelessness Supports

Establishing a people-centred system of housing and homeless supports remains an ongoing endeavour. While many of our programs function informally from a people-centered vision we have only exercised a more formal approach at the OPP Situational Table. Clients who enter the Huron Turning Point Residence transitional housing program participate in weekly goal setting with Housing Services staff. Similarly Social Services staff attend the winter emergency shelter to work with guests of the shelter to start a housing search, assisting them to become document ready and supporting them in accessing support services as desired. These supports are available throughout the year to anyone experiencing homelessness. The Peer Support Worker not only works one-one with clients to assist them to stabilize their housing needs, they are an active member of the Housing and Homelessness Steering Committee.

Next Steps

- Offer connection opportunities to supports such as the Peer Support Worker, community mental health and addictions agencies, healthcare or faith groups;
- Develop a housing preference form to help clients identify their housing goals;
- Stay connected to clients in their ongoing housing stability;
- Create crisis management plans with high risk clients that supports them to maintain their housing;
- Engage in meaningful service training for service practitioners that focuses on compassionate approaches in service delivery, motivational interviewing and allows the client to guide the process in obtaining and retaining appropriate housing.

Summary of Next Steps

1. Establish a Framework to Provide Leadership, Governance and Advocacy

- Provide education and advocacy for housing and homelessness issues at both the local level and at provincial planning and policy tables
- Adopt a local definition of homelessness
- Champion a housing first philosophy
- Create momentum for a paradigm shift that works towards ending homelessness rather than managing it by breaking down inter-agency silos, working in an integrated fashion grounded in collaboration and coordination of services

2. Expand Access to Affordable Housing, Including Housing with Supports

- Increase affordable housing by working in partnership with municipalities, developers and collaborating with all stakeholders
- Increase housing support staff to include housing stability and liaison workers

3. Improve Data Collection and Reporting

- Continue participation in provincial enumeration
- Continue commitment to better understand homelessness, poverty and associated complexities as to inform program decisions to reflect prevailing need.

4. Develop an Emergency Service System Oriented Towards Ending Homelessness

- Commit to diversion from shelter as a best practice whenever possible to do so
- Develop a rapid re-housing program for those experiencing episodic homelessness
- Adopt and educate a housing first philosophy and incorporate the principals of housing first in appropriate aspects of the department client services
- Shift service delivery to a Coordinated Access System and the creation of a by-name list that enables municipal partners to keep track of who is homeless, their depth of need and begin to match them to appropriate housing and supports

5. Increase Targeted Efforts to Prevent Homelessness

- Create a formalized homelessness diversion strategy to be incorporated in an integrated social services delivery model
- Develop a comprehensive and holistic eviction prevention strategy
- Prioritize homeless prevention initiatives including support to reduce the burden of housing and household expenses for low-income households

6. Improve Service Coordination

- Implement and provide community training for a common assessment tool
- Engage with all community partners and stakeholders to collaboratively commit to eliminating chronic homelessness

7. Use Municipal Planning Tools to Facilitate Affordable Housing Development

- Improve coordination, communication and integration with all municipalities in the Huron County services area

8. Preserve and Improve the Existing Social Housing

- Support the sustainability of the social housing stock

9. Establish a People-Centred System of Housing and Homelessness Supports

- Connect clients with the peer support worker as is suitable to do so
- Develop a housing preference form to help clients identify their housing goals
- Stay connected to clients in their ongoing housing stability
- Create crisis management plans with high risk clients that supports them to maintain their housing
- Engage in meaningful service training for service practitioners that focus on compassionate approaches in services delivery, motivational interviewing and allow the client to guide the process in obtaining and retaining appropriate housing.

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